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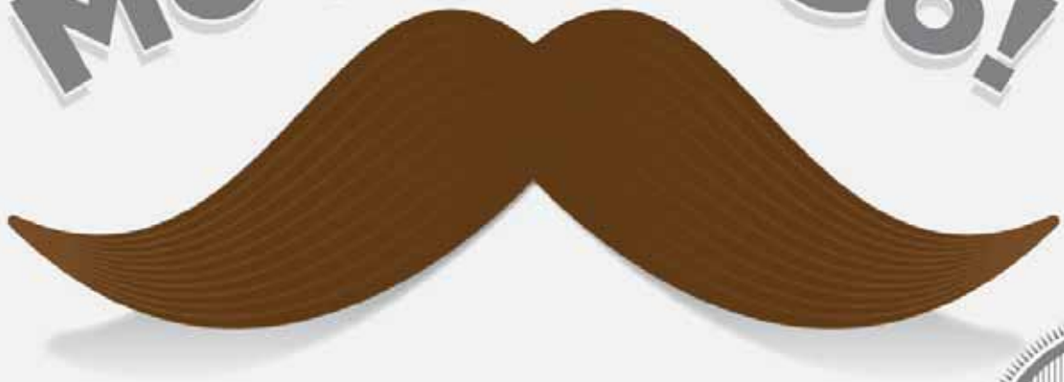

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NEWS WORTH SHARING.

Dog deluge leaves SPCA cash-strapped

Vancouver branch swamped by veterinary and other expenses for poodles, Chihuahuas and Pomeranians PAGE 6

Tides changing, but not in the metaphorical sense

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DUCKY, YOU ARE DEFINITELY NOT THE ONE

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IN MEMORY OF RIDDICK

Women hold candles during a vigil Tuesday night in memory of two-year-old Riddick Servio at Memorial Peace Park in Maple Ridge. The toddler died after he was run over with his mother by a van in a parking lot on Friday. Story, page 3. TIJANA MARTIN/FOR METRO

BC Hydro rates to jump 25.5% over five years

Energy. Utility is badly in need of infrastructure investments, say officials

MATT KIELTYKA
matt.kieltyka@metronews.ca

Get ready to pay more for your electricity.

Energy Minister Bill Bennett and BC Hydro CEO Charles Reid announced Tuesday that the Crown corporation's consumer rates will increase by 25.5 per cent over the next five years.

Rates are set to increase nine per cent starting April 1, and then jump another six per cent in the second year.

The following three years will see further rate increases of four, three and a half and three per cent.

Possible increases in the final five years of the 10-year plan will be decided by the B.C. Utilities Commission, though Bennett said he expects further rate hikes to be capped.

"This is a balanced and responsible plan that keeps rates as low as possible," said Bennett, adding government "accepts the reality" BC Hydro must make significant investments in its infrastructure over the next decade.

Reid told reporters BC Hydro must spend $1.7 billion a year in capital expenditures to upgrade its infrastructure after putting off big capital spending for decades to keep rates low.

"The public should be angry. The government cancelled rate hearings in 2012 and told everyone before the election everything was fine," said NDP energy critic John Horgan. "We don't have an independent regulator looking out for the public and making sure these are expenditures that they absolutely need to make. Some of this could have been alleviated had the Utilities Commission been allowed to do its job."

The plan also includes cost-cutting measures — such as 120 layoffs at BC Hydro expected to be announced this week — and will see the government reduce dividend payments and eliminate the Tier 3 water rental rate starting in 2018.

The measures are expected to save BC Hydro $2 billion in government contributions over the 10-year plan.

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Report. B.C. has highest child-poverty rate

B.C. has the highest child-poverty rate in Canada, with one in five kids considered statistically poor, says a report that calls for quick action to alleviate a worsening situation.

The report by the child and youth advocacy group First Call said B.C.'s child-poverty rate is 18.6 per cent, compared to the national rate of 13.3 per cent. Manitoba's rate, the second-highest in the country, stands at 17.3 per cent.

"B.C. stands out as having done the least among all provinces to bring down child and family poverty through government supports and programs," said Adrienne Montani, First Call's provincial co-ordinator.

"Concerted government action in the form of a comprehensive poverty reduction plan for the province is long overdue," she said in a statement Tuesday.

But Children and Family Development Minister Stephanie Cadieux said the government has taken action, focusing on economic growth, raising the minimum wage, funding social housing and making child care more affordable and accessible.

"The reality is that there are families that continue to struggle economically, and therefore we continue to focus on growing the economy, creating jobs and providing supports where they are most needed," said Cadieux in a statement.

The authors of the 2013 Child Poverty Report Card used the most recent data available from StatsCan to issue their "dismal" findings.

The report used the agency's low-income cutoffs before tax as a measure of poverty. THE CANADIAN PRESS

A woman holds a candle during a memorial for two-year-old Riddick Servio Tuesday night at Memorial Peace Park in Maple Ridge. TIJANA MARTIN/FOR METRO

Community supports mourning family

'Vibrant' son hit by van. Residents held a candlelight vigil Tuesday at Memorial Peace Park

KATE WEBB
kate.webb@metronews.ca

The communities of Maple Ridge and Pitt Meadows rallied around the grieving family of a "vibrant, intelligent, teasing, loving" two-year-old boy on Tuesday who was hit and killed by a van in a mall parking lot on Friday.

Riddick Servio and his mother Rowena were on their way to Tim Hortons when a woman driving a van hit them both. Riddick died in hospital and Rowena suffered a badly broken leg, according to Riddick's maternal grandfather, Jeff Bloom.

"That ripped our lives apart; ours and many others, including the poor unfortunate woman behind the wheel of the van," he wrote in a heartbreaking open letter released on Monday. "None of us will ever be the same."

Riddick's funeral was held Tuesday morning and area residents held a candlelight vigil at Memorial Peace Park Tuesday evening to offer their support and condolences to the family.

A crowdfunding campaign has already raised more than $7,200 to help the family.

Lindsey Matthews, who lives five minutes away from the Meadow Town shopping mall where it happened, said she felt compelled to do something after dropping off flowers and a teddy bear at the site with her daughter on Friday night.

"It really touched me because I've walked across that parking lot, that exact same spot, more times than I can remember, hand in hand with my daughter," she said.

"You have this moment of, 'I just don't know what I would do.'"

Raising money

To donate to the crowdfunding campaign, visit gofundme.com/ServioFamily.

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Port CEO says health assessment is 'done' for Fraser Surrey Docks

Environmental toxicology. Facility to handle up to 8 million tonnes of coal shipped from the U.S.

EMILY JACKSON
emily.jackson@metronews.ca

Despite concerns from local doctors, Port Metro Vancouver's CEO says there's no need to conduct a separate health impact assessment for the proposed Fraser Surrey Docks coal export expansion project.

"We've done that," port CEO Robin Silvester said Tuesday to a business audience at the Vancouver Board of Trade.

"There has been a very thorough environmental process… it's already been done in that report," Silvester said in reference to the environmental impact assessment conducted by the Fraser Surrey Docks regarding plans for a facility to handle up to 8 million tonnes of coal shipped from the U.S.

In the report, completed in about two months, University of Guelph professor of toxicology Len Ritter concluded that coal dust along rail tracks or at the facility doesn't pose a risk of adverse health effects in neighbouring communities.

Exposure to coal dust would be 286 to 643 times lower than the occupational limits established by Worksafe B.C., according to the report.

Ritter is "one of the leading national experts in environmental toxicology," Silvester said.

Yet in a September letter, 34 doctors and professionals associated with the Lower Mainland's big universities called the environmental assessment flawed.

The public, along with local health authorities, has until Dec. 17 to comment on the environmental impact assessment.

Silvester said the port takes public consultation seriously, adding the port attended more than 600 community events last year.

While he welcomes the debate over whether Canada should ship U.S. coal when similar proposals have been quashed in Washington, Silvester said the port doesn't decide what products are shipped.

Moral responsibility

The port's moral responsibility is "about making sure all the cargo handled through the port is handled in a safe way," port CEO Robin Silvester said.

About $475 million worth of goods flows in and out of Port Metro Vancouver daily. EMILY JACKSON/METRO FILE

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Abbotsford being sued over manure … incident

The City of Abbotsford and its police force are facing a human rights complaint for spreading chicken manure on a homeless camp in June.

Six people living on the city's streets, along with the BC/Yukon Association of Drug War Survivors, will launch the complaint Wednesday, according to a statement from the Pivot Legal Society.

The complaint also alleges that police slashed and bear sprayed tents and property at the homeless camp earlier this year.

Pivot Legal Society

Homeless people have been discriminated against by policies and actions "designed to push them out of the community," according to Pivot.

The legal battle comes as the city prepares to evict the homeless camp in the city's Jubilee Park. The city announced Monday it would give people 48 hours to leave the camp, citing safety concerns.

Pivot lawyer DJ Larkin says the legal action is necessary to protect the rights of homeless people. EMILY JACKSON/METRO

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SPCA strapped for cash after taking in oodles of poodles

An adorable burden.
Thousands spent on care for 15 dogs dropped off by elderly woman

KATE WEBB
kate.webb@metronews.ca

The Vancouver branch of the SPCA is facing a major funding crunch after 15 dogs — 10 poodles, three chihuahuas and two Pomeranians — were dropped off at their East 7th Avenue shelter on Nov. 16.

Their former owner, an elderly woman who was apparently breaking a city bylaw that limits the number of dogs allowed per home to three, was hospitalized and could no longer care for them, according to the SPCA.

"It's always an issue," said Vancouver branch manager Charlotte Ellice, explaining the dogs' veterinary and other expenses will likely add up to more than $13,000.

"This has already exceeded my budget for the rest of the year, so it just means that we're taking funds away from other special cases that may need our help."

Three of the dogs required knee surgery, costing thousands of dollars each. Others need to have lumps removed, and all of them needed basic veterinary assessments to be eligible for adoption.

Eight of the dogs have already been adopted, but the other seven are still available.

Help out

To make a donation, visit spca.bc.ca/support/donate.

The B.C. SPCA's Vancouver shelter temporarily ran out of kennel room after taking in 15 small dogs earlier this month. COURTESY B.C. SPCA

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Meat good, trophies bad: Poll

Most British Columbians have no problem with hunting animals for dinner, but they're less thrilled about hunting them for decoration, according to a poll released Tuesday.

Polling company Insights West conducted an online survey on the issue after a picture of NHL player Clayton Stoner posing with the head of a grizzly he shot made headlines in September.

The majority of British Columbians support eating meat (85 per cent) and hunting for meat (73 per cent), but only 10 per cent endorse hunting for sport.

Furring is also unpopular, with support from just 15 per cent of the province.

Opinions were more evening split for zoos and rodeos, which received 56 per cent and 38 per cent support, respectively.

The online poll surveyed 704 adults from Sept. 26 to Oct. 2. The margin of error is plus or minus 3.7 percentage points, 19 times out of 20.

EMILY JACKSON/METRO, WITH FILES FROM LUKE BROCKI

NHL player Clayton Stoner poses with a grizzly bear he shot. CONTRIBUTED

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Park board can't take over yet

Drawn-out battle. Supreme Court rules that the park board cannot proceed with their eviction plans until a judge hears the full case

EMILY JACKSON
Metro in Vancouver

The park board's plan to evict six community-centre associations by New Year's Day cannot go ahead until a judge says otherwise.

The B.C. Supreme Court ruled on Friday that the park board can't proceed with detailed takeover plans until a judge hears the full case, a process that will almost certainly pass the Jan. 1, 2014, deadline.

"The court said it needs to decide whether the terminations are valid and who's going to get what after the termination before the board can start taking these actions," said Dean Davison, lawyer for the six associations.

The six associations and the park board are in a drawn-out battle over control of centre operations and finances.

The board ultimately decided to give them the boot because they wouldn't attend negotiations to write a new operating agreement, though the centres say they would have come to the table if the board wasn't so draconian in its decision making.

Should the judge decide the park board can evict the associations, the divorce will be sloppy since each party purchased different equipment.

The park board, for instance, might need to replace some association-owned fitness equipment. To make internal planning easier in the interim, the judge said Friday the board can call third parties to get prices in case the split goes ahead.

The six associations are fighting to stay in the community centres permanently. The hearing, scheduled to last five days, is expected to resume on Dec. 9.

The Hillcrest Community Centre Association is one of six taking legal action against the Vancouver Park Board.
EMILY JACKSON/METRO FILE

Fear of sect-ually transmitted disease key to HIV agreement

The discovery of HIV in a Chinese sect whose members refuse to wear condoms and believe that sex is a fundamental, God-given privilege was the impetus for an agreement on a prevention plan between British Columbia and China.

It's a story Dr. Julio Montaner, of the B.C. Centre for Excellence in HIV/AIDS, loves to tell.

Dr. Zunyou Wu, the director of China's Centre for Disease Control, didn't like the B.C. program and "didn't like me," Montaner said with a chuckle.

Zunyou believed the B.C. treatment would be medicalizing something he thought should have been controlled by behaviour, Montaner said.

But when doctors in China found HIV among the sect members, they moved to the method B.C. uses of expanding testing, giving free treatment and engaging those in need of HIV therapy.

"They tried it and overnight they had a terrific success, so that served as the proof of the principle for them — and then (Zunyou) said, 'I like Dr. Montaner,'" Montaner said.

In China on Tuesday, Premier Christy Clark signed an agreement with the Chinese government, cementing a prevention plan that began with the B.C. group two years ago.

British Columbia's program has cut the mortality rate for HIV and AIDS by more than 95 per cent since 1996, has virtually eliminated mother-to-child transmission of the disease and prevented HIV transmission among injection-drug users by 90 per cent.

THE CANADIAN PRESS

Vintage steal

Stolen Al Capone propeller found in Squamish: Police

West Vancouver police have found the stolen propeller that once belonged to a boat used for bootlegging by Al Capone — in a Squamish metal salvage yard.

The 140-kilogram prop, valued at $5,000, was stolen from a man's front yard sometime overnight last Thursday or Friday.

It has been stolen and recovered once before, in 2011, and that time a 55-year-old man was charged and convicted. Police are saying this time they also expect to be able to recommend charges.

The prop, which was once attached to a rum-runner the prohibition-era gangster used to run booze up and down the Eastern Seaboard, is owned by West Vancouver marine consultant Joe Sharp.

Sharp said on Monday that if he got it back he would keep it under lock and key from now on.

KATE WEBB/METRO

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Suspected drone spotted hovering over Quebec jail

'Flying object.'
No inmates were in courtyard at time, but jail can't verify whether any contraband fell

JOE LOFARO
Metro in Ottawa

Public safety officials in Quebec don't know for sure whether it was a bird, a plane, or a cape-wearing superhero, but something was in the sky hovering above the Hull jail Sunday morning and they think it was a drone.

Philippe Desjardins, a spokesperson for the ministère de la sécurité publique, said a corrections officer saw a round, orange "flying object" about 15 cm in diameter in the sky above the prison courtyard at 11:20 a.m. The prison is located at 75 rue St-François, which is approximately 5 kilometres west of downtown Ottawa.

"The corrections officer found nothing on the ground in the prison," said Desjardins. "We have no evidence that the drone dropped something or crashed in the perimeter of the prison."

He said the jail confirmed that no inmates were in the courtyard at the time, but officials could not verify whether any contraband fell from the object.

The ministry oversees correctional facilities in the province of Quebec.

"The corrections officer takes this very seriously because they are afraid that kind of flying object (could have) dropped some kind of drugs or cellphone or something like that," said Desjardins. "They're very aware of different methods to stop these kinds of events."

The jail has closed its investigation, according to the ministry spokesperson.

Worried

"They are afraid that kind of flying object (could have) dropped some kind of drugs."

Phillipe Desjardins, spokesperson for the ministère de la sécurité publique, on the corrections officer's fears

Life must go on in battered Philippines

A mother cuddling her baby crosses muddy ground amid devastated buildings around an evacuation centre in the central Philippine province of Leyte on Tuesday. The province of Leyte was right in the destruction path of the Super Typhoon Haiyan, which pummeled central Philippines on Nov. 8. BULLIT MARQUEZ/THE ASSOCIATED PRESS

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Climate-change refugee claim denied

New Zealand. Judge rejects Kiribati man's claim that rising sea levels make it too dangerous for family to return to island home

In his decision Tuesday, a New Zealand High Court judge rejected Ioane Teitiota's claim that he should be granted refugee status because of climate change, saying Teitiota did not fit the definition of a refugee under international guidelines because he was not being directly persecuted.

Judge John Priestley said if he broadened the definition, millions more people worldwide suffering from natural disasters or warfare would be eligible to become refugees.

Teitiota and his wife moved to New Zealand from the low-lying Pacific island nation of Kiribati in 2007. He argued that rising sea levels make it too dangerous for him and his family to return there.

Since moving to New Zealand, Teitiota and his wife have had three children. All five are now likely to face deportation, because citizenship isn't automatically granted by birth in New Zealand.

The judge said Teitiota and his children might have mounted a case to stay on humanitarian grounds had they not overstayed their visas.

"Unfortunately for the applicant, because he has chosen to remain illegally in New Zealand, he is, under current law, precluded from applying for an immigration permit on humanitarian grounds," he said.

Kiribati, an impoverished string of 33 coral atolls located about halfway between Hawaii and Australia, has about 103,000 people and has been identified by scientists as being among the nation's most vulnerable to climate change. THE ASSOCIATED PRESS

Frightening predictions

A panel of climate scientists recently issued a report predicting oceans could rise by as much as a metre by the end of the century.

- If that were to happen, much of Kiribati would simply disappear.

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Into the abyss. Bosnian pond suddenly disappears

The villagers of the remote northwestern Bosnian village of Sanica have been in shock since a pond vanished two weeks ago.

The pond was some 20 metres in diameter and about eight meters deep. Now, the "abyss," as the villagers have dubbed the crater, is some 50 metres wide and 30 metres deep — and growing.

"I sat here only a day before it happened, sipping plum brandy," villager Cemal Hasan said. "And then, there was panic. Fish were jumping out, and a big plum tree was pulled down like someone yanked it with a hook."

Scientists say it is not uncommon that ponds and small lakes suddenly disappear. They say it could be caused by drying underground water currents or changes in soil drainage due to irrigation.

An alternative spooky explanation: the owner of the pond took it with him when he died about a month ago. "His daughter saw him walk on the lake the night he died," said another villager, Rezak Motanic.
THE ASSOCIATED PRESS

Fuad Cemal holds up a photo of a pond that disappeared in the village of Sanica, Bosnia. AMEL EMRIC/THE ASSOCIATED PRESS

Central Africa

Congo's okapi nearly extinct

The International Union for Conservation of Nature (IUCN) says the Congo's national symbol, the okapi, is on the brink of extinction.

The IUCN's Red List of endangered species, published Tuesday, says the population of the okapi, also known as the "forest giraffe," has dwindled because of poaching and habitat loss.
THE ASSOCIATED PRESS

U.K.

Wolves escape from British zoo

Zoo staff have killed three wolves who escaped from their pen at Colchester Zoo in southeastern England.

A fourth wandering wolf was subdued with a tranquilizer dart and recaptured, while a fifth quickly returned to its pen on its own Tuesday.

Officials said they do not know how the fence around the pen became damaged, despite being checked on a daily basis.
THE ASSOCIATED PRESS

Report: Transport Canada rail oversight lacking in key areas

'Significant weaknesses.' Issues include poorly trained inspectors, lack of route knowledge and absence of followup when problems are found

A rail-safety audit completed just days before the deadly July train crash in Lac-Mégantic, Que., found "significant weaknesses" in Transport Canada's oversight of railways.

Those weaknesses include a lack of knowledge of rail routes used to transport dangerous goods, too few safety auditors, poorly trained inspectors and an absence of followup or sanctions when safety problems are found.

"What we identified was that there were weaknesses in all aspects of how Transport Canada is overseeing rail safety systems in the (rail) companies," auditor general Michael Ferguson told a news conference Tuesday.

His report found that only 14 safety audits of Canada's 31 federally regulated railways had been completed in the previous three years — just a quarter of the audits Transport Canada had expected to carry out.

Moreover, "the scope of the department's audits is very limited," stated the report.

And eight of those 14 audits focused on just the two largest operators, CN and Canadian Pacific, leaving Canada's smaller operators largely unchecked.

One of those small rail companies was the Montreal, Maine and Atlantic, whose unattended, single-operator train carrying 7.6 million litres of volatile crude oil derailed and exploded in Lac-Mégantic on July 6, killing 47 people.

The auditor general's report, which was wrapped up barely a week before the crash, explicitly states it makes no assessment of the Lac-Mégantic disaster.

The centre of Lac-Mégantic, Que., wiped away under a clutter of smouldering tanker cars on July 7. An auditor general report found "significant weaknesses" in Transport Canada's railway oversight. RYAN REMIORZ/THE CANADIAN PRESS

However, Ferguson acknowledged Tuesday that the deadliest rail accident in Canadian history highlights the audit's significance.

"Any time there's a serious, significant incident, it's always going to raise questions," he said.

THE CANADIAN PRESS

Other report highlights

- The September 2012 recall of seven million kilograms of beef products from XL Foods in Alberta highlighted serious problems at the Canadian Food Inspection Agency.
- The Canada Border Services Agency and the RCMP need to tighten border security work and take steps to better measure how effective they are at keeping unauthorized immigrants out.
- The Canada Revenue Agency did a good job of following up on leaked reports of Canadians with offshore accounts in Liechtenstein.
- The Canadian government has done little since 2005 to improve its online services for citizens.

Prisons too secretive, inquest told

From left: Julian Roy, lawyer for Ashley Smith's family; Breese Davies, lawyer for the Canadian Association of Elizabeth Fry Societies; and Richard Macklin, lawyer for Ontario's child advocate, walk outside during Smith's prison-death inquest in Toronto on June 25. COLIN PERKEL/THE CANADIAN PRESS FILE

Only an independent, external watchdog can force improvements on a secretive prison system deeply resistant to change, an inquest jury heard Tuesday.

Proper accountability is desperately needed to prevent a recurrence of the Ashley Smith tragedy, a lawyer for a women's prisoner advocacy group told jurors.

In closing submissions, Breese Davies said it would be useless to simply recommend a culture shift at Correctional Service Canada.

"This inquest has taught us the risks of allowing CSC to continue to operate under a cloud of secrecy," Davies said.

Speaking for the Canadian Association of Elizabeth Fry Societies, Davies said prison authorities need to focus less on security and more on therapy when it comes to mentally ill and chronically self-harming women.

Davies, who joined with Smith's family in urging jurors to return a verdict of homicide in the teen's choking death, said CSC has done little to deal with the issues that led to the tragedy.

Quoted

"They have lost their moral compass. The cloud of secrecy has to be lifted."

Breese Davies, lawyer for the Canadian Association of Elizabeth Fry Societies, on Correctional Service Canada

"CSC cannot be trusted to fix the problems," she said.

The deeply troubled Smith, 19, strangled herself in her segregation cell in Kitchener, Ont., on Oct. 19, 2007, as guards delayed going in to try to save her.

Davies opposed a finding of suicide or accidental death given evidence the warden had ordered underlings to stay out of Smith's cell as long as the inmate was still breathing.

"The order was a well researched, meticulously-crafted policy that we now know was a major factor in Ashley's death," Davies said.

"It was extreme hesitation that caused her death that day." THE CANADIAN PRESS

Medical pot. Health Canada mail-out error leads to firings, robbery: law firm

At least three medical marijuana patients have lost their jobs and one person has been the victim of a home invasion since Health Canada outed 40,000 medical pot access program participants in a mass mail-out gaffe last week, according to law firm Branch MacMaster.

The B.C. firm has filed a class-action lawsuit against Health Canada over the privacy breach and says members of the country's medical marijuana program now worry about being attached to the stigma that comes along with using marijuana and fear they may be victim of a robbery. What's worse is the fact that the patients have also been exposed as having diseases, the firm says.

"Individuals that are part of the access program must also, in order to qualify for the program, suffer from a small number of diseases and illnesses that actually themselves come with a public stigma as well," said Branch MacMaster lawyer Kate Saunders.

"It gets even worse than just being outed as users of marijuana; you are being outed as having diseases such as HIV or Multiple Sclerosis or any number of other diseases you are required to have in order to be able to qualify for the program."

The named plaintiff in the case, Jason Wilcox, was forced to explain to his 14-year-old daughter that he uses marijuana after she picked up the mail on her way home from school. He says Health Canada forced him to have a conversation with his teenaged daughter that he wasn't quite ready to have.

"She went out to get the mail and asked me, 'Hey Dad, what's this?'" said Wilcox, the founder and director of Cannabis in Canada Society.

Health Canada Deputy Minister George Da Pont said the format of the mailing was the result of an "administrative error."

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Egyptian police fire water cannons to disperse a protest by secular anti-government activists in Cairo, Tuesday — the first implementation of a new law forbidding protests held without a permit. MOHAMMED ASAD/THE ASSOCIATED PRESS

Egypt faces growing unrest over new law

Stifling Islamists and non-Islamists alike.
Activists say law is harsher than curbs on protests during Hosni Mubarak's rule

Egypt's police fired water cannons Tuesday to disperse two protests by dozens of secular anti-government activists in Cairo, the security forces' first implementation of a controversial new law forbidding protests held without a permit from authorities.

The unrest points to the growing backlash against the law, which imposes heavy restrictions on protests, among the non-Islamist political factions that rallied behind the military's ouster of Islamist President Mohammed Morsi.

Now some in the loose coalition are growing impatient with signs the military-backed interim government is taking the country down a more authoritarian path.

Many non-Islamist activists say the law aims to silence any dissent ahead of a referendum on an amended constitution. Those activists oppose provisions in the revised constitution entrenching greater powers for the military and the president, and curtailing rights to free trials and assembly.

The government says the law is needed to restore security and rein in near-daily protests by Morsi supporters demanding his reinstatement. The Islamist rallies have often descended into bloody clashes with security forces, leaving hundreds dead since Morsi's ouster in July. The government's message has a strong resonance among a public weary of constant protests and unrest.

THE ASSOCIATED PRESS

Secular activists

"They don't want anyone in the streets any more. Not us, not the Islamists."

Rasha Azab, a secular activist, at a rally in Cairo to commemorate an activist, Gaber Salah, killed by police a year ago.

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The triumphant trio, in colour-coordinated duds: Rogers president and CEO Nadir Mohamed, centre, with NHL commissioner Gary Bettman, left, and Keith Pelley, president of Rogers Media, at a news conference on Tuesday. CHRIS YOUNG/THE CANADIAN PRESS

Rogers scores with NHL multimedia deal

Historic pact. The $5.2B agreement will diminish CBC's role in Hockey Night in Canada

Canada's hockey TV landscape underwent a seismic shift Tuesday as Rogers Communications wrested control of NHL multimedia rights with a blockbuster 12-year, $5.2-billion agreement that will preserve Hockey Night in Canada but limit CBC's role in the iconic broadcast.

The deal, the largest in NHL history, gives Rogers national rights to all NHL games, including the playoffs and Stanley Cup final, on all its platforms in all languages. A sub-licensing agreement with CBC allows the public broadcaster to continue airing Hockey Night in Canada on Saturday nights for four years.

THE CANADIAN PRESS

What about Grapes?

The new deal is raising questions about the future of CBC's talent, especially Don Cherry. Rogers president Keith Pelley said it was too soon for an answer.

Random biz fact of the day

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Day 18

metronews.ca/temp

Relationships

Temp work, temp love

With no job security or benefits and fluctuating schedules, temporary employment is affecting personal relationships.

A study by United Way Toronto and McMaster University found those doing precarious work — including contract, temporary and casual workers — are more likely to be single.

Among those aged 25 to 34, 31 per cent with secure employment are single, compared to 54 per cent with precarious jobs.

PHOEBE HO/FOR METRO

ISTOCK

Carried away

Tittle-tattle

We asked you to share your office secrets and you answered:

"During a tough year of merger and acquisition, the president of the company made a speech at the Christmas party and said, 'We will shoot the laggards and carry the wounded!' As the president left the stage, a friend, obviously having partaken of a few too many, ran at the president, jumped on his back and yelled, 'Yahoo, carry me, I'm wounded.' And yes, he was carried — carried out by security!" METRO READER

Temp Empathizes with Ducklings

I stayed for a while at Chantelle's, but declined her vodka as I still had to drive — to the oil refinery to meet with Kyle who answered a meet-for-coffee text with: Blue gate, refinery north road, 7:45 look for billboard with photo of happy mallard duck family.

Indeed I found the Duck Family portrait with the banner caption, Always Putting the Environment First. It stood in front of a crude-oil cracking facility straight out of a sci-fi film where mutants on a slave planet convert poor people into snacks for the master species.

"Isn't this place great?" asked Kyle, coming in from the parking lot and wearing his still brand-new journeyman's outfit. "I start on the eight o'clock night shift. I'm totally stoked."

"Kyle, this place is freaky, and who knows what toxins there are in there."

"Shannon, for a guy with no degree, this is a good foot in the door, and if I play my cards right I can be a supervisor in a few years."

My heart felt like one of those little ducklings onto which a massive Acme cartoon anvil has fallen from a mile up. "Where's Mr. Burns' office?"

"Admin's about a mile thataway. Why are you so bummed out? I've got a real grown-up-job job. You should be happy for me."

I was silent.

"And look, I can maybe go work in Libya or Abu Dhabi and make crazy money. That's where the action is. Six months in the Emirates — business class ticket each way — live in a walled compound with satellite TV and well-stocked fridges — the sky's the limit."

I sighed.

"You're always looking for fun facts. Did you know that one barrel of oil — 42 gallons — yields 44 gallons of petroleum products?"

"I didn't."

"It's because when crude oil is converted, it increases in volume. Roughly half of each barrel of crude oil is turned into gasoline for transportation."

When did Kyle drink the "New Kyle" Kool-Aid? I never saw this coming.

"Shannon, for a guy with no degree, this is a good foot in the door, and if I play my cards right I can be a supervisor in a few years."

He asked, "Shannon, why did you want to see me, anyway? Trying to get me involved in your evil plot with the Chinese?"

"As a matter of fact, yes."

"I don't think I'm the espionage type."

"It's not espionage."

"Look, now's not the time for this. I'm going to be late on my first day if I don't get in right now." He started edging backwards toward the entryway. "Besides, this is where I'm at in my life right now. I'm an oil guy."

"Promise me you'll call if you change your mind?"

"Gotta go, Shannon. Bye."

I waved goodbye and got back into Danimal's BMW. I turned on the radio where Dust in the Wind by Kansas was playing and promptly began bawling.

TO BE CONTINUED ...

Random fact of the day

Dolly Parton once anonymously entered a "Dolly Parton look-alike contest" but lost to a drag queen.

SOURCE: WTFFUNFACT.COM

Random biz fact of the day

72%

A majority of job seekers says it's important that a company offers flexible schedules when they are deciding whether to take a position.

SOURCE: CAREERBUILDER

The clock is ticking

PHOTO ILLUSTRATION DAVID VAN DYKE/METRO

TEMP is ... well, temporary

Douglas Coupland's 20-day novella is a pop-up project and will disappear from our website this Monday at 12:01 a.m. EST. If you've missed an instalment, there are still five days to catch up at temp.metronews.ca — before it disappears. METRO

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SURVIVAL IS MEDIUM-RARE

JUST SAYIN'

Paul Sullivan
metronews.ca

If you're an animal, you must be confused.

Take this new survey from Insights West in Vancouver, which shows that 88 per cent of British Columbians oppose trophy hunting.

That's the good news. The bad news is that almost the same number — 85 per cent — think it's OK to eat you.

Even more confusing, 73 per cent think it's OK to hunt animals for food.

If you could speak human, you'd probably point out that it doesn't really matter if you end up over someone's mantel or on the dinner table.

Either way, you're just as dead.

Then of course you might be a dog or a cat, a beneficiary of the $6.5 billion that Canadians spend annually on their pets. Still, there's a risk you might end up in an animal shelter, where more than 51,000 cats, dogs and "others" are euthanized annually in Canada.

Be thankful you're not a pet turkey, especially around this time of year. You could get really confused and dead.

You also might want to avoid being a lab rat. As many as 80 million rats and mice are used for research each year, and guess what happens when you're finished serving medical science.

Yup, you're dead.

If you're looking for some evidence that attitudes are changing for the better, wag your tail. Not only do people oppose trophy hunting, only 15 per cent are in favour of killing animals for their fur. Good news if you're a beaver, though it might mean you're more likely to be sheared alive.

The Insights West survey also says that only 38 per cent are in favour of using animals in rodeos, which means you're less likely to get rope burn, spur sores and any of the other hazards that make the West Wild.

And only 56 per cent think you should be caged in a zoo where you're expected to spend the rest of your life wearing out a concrete trough from padding back and forth, mooching for peanuts.

So if you can get over the fact that 85 per cent want you for dinner, you might think things are looking up. Especially if you're not a member of the 21,286 species threatened with extinction, according to the 49th annual Red List, a census of the world's animals maintained by the International Union for the Conservation of Nature, updated just this week. And if you're a Hawaiian Crow or Wyoming Toad, you probably don't mind living at the zoo, because your species is among the 61 extinct in the wild.

Of course, if you're a member of one of the 799 completely extinct species, you're dead.

Probably the best kind of animal you can be is a big nasty critter at the top of the food chain in an inhospitable region of the world where people don't like to go — like a polar bear in the Arctic.

On second thought, if global warming keeps up, there won't be any Arctic. And you know what that means.

ZOOM

Sometimes the dentist is a zoo

SHANE GIBSON/METRO WINNIPEG

Aurora the polar bear goes under

Talk about a risky procedure.

On Tuesday morning veterinarians at the Assiniboine Park Zoo's animal hospital performed dental surgery on Aurora, the 11-month-old female cub who recently arrived at the zoo from Churchill, Man.

Thankfully Aurora was anesthetized for the work, which Dr. Chris Enright, who heads up veterinarian services at the zoo, said isn't too different than what people get done at the dentist.

The zoo said during the procedure, veterinary staff removed two of the polar bear's baby teeth and one adult tooth that were broken and infected.

SHANE GIBSON/METRO WINNIPEG

Rarrrhhh!

"Right now she's only about 110 pounds ... but she still has the attitude of a 600-pound predator. So it's certainly not safe to just ask her to open her mouth."

Dr. Chris Enright
Head of veterinarian services
Assiniboine Park Zoo

Friends at the zoo

- Aurora was brought to the zoo about a month ago.
- There are three other bears: Hudson (the oldest, and from the Toronto Zoo), Storm and another 11-month-old female who was named Kaska on Monday.

Clickbait

LUKE SIMCOE
Metro Online

CONTRIBUTED

Last week, AOL announced it was shutting down Winamp, one of the oldest, most venerable digital music players. Dating back to the days of Napster, Winamp was a favourite among music lovers who wanted something different than stock programs like iTunes and Windows Media Player. Sadly, the application will no longer be available for download as of Dec. 20. Fortunately, there are some free alternatives out there for those who don't need a Genius to tell them what to listen to.

Foobar2000 (foobar2000.org):
Offering a simple yet powerful interface, Foobar2000 isn't the drag on your computer's resources that iTunes is. It plays almost every audio file type imaginable and lets users tag their own music metadata.

VLC Media Player (videolan.org):
Arguably the most popular open-source media player on the market, VLC is a capable replacement. As a bonus, it's available on Windows, Mac, iOS, Android and Linux, so it meets the definition of "cross-platform."

AIMP (aimp2.us):
If you just can't let Winamp go, try this clone. AIMP's interface is almost identical to Winamp's, right down to the 18-channel equalizer and modular windows.

Twitter

@metropicks asked: Rogers' #NHL deal will see them assume control over #HNIC. What do you want left the same? What do you want changed?

@Fontaine_D: It won't be long before we finally see the last of Don Cherry on HNIC. Thank you Rogers!

@cjoanporter: Question: Does all this #HNIC moving to Rogers news mean I'll no longer have to see/hear Don Cherry? Bc then I'm all for it.

@scottmahoney94: yay monopoly

@bonnaventure: replace Don Cherry with an upturned mop w/ bucket for head. Replace Ron Maclean with Stuart McLean. Add @strombo 4 some reason less hockey, more 'who wore it best' segments.

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The success beneath the beard

Television. Exploring the hairy truth behind the smash hit Duck Dynasty and their colourful cast of redneck characters

MIKE DOJC
scene@metronews.ca

Duck Dynasty's success has led to an number of backwater reality TV imitators. ZACH DILGARD/THE ASSOCIATED PRESS

Reality TV has certainly gotten hairier in recent years. Remember the clean-shaven landscape of the first decade of the 2000s when cheeks were bare and exfoliated, and on top coifs were as mussed over as Ryan Seacrest's frosted tips?

The rose-toting bachelors, catwalk strutting top models, and silicone enhanced housewives who defined that era are still with us, but the idle life of mansion hopping, wine guzzling and recreational crisis-provoking that their ilk hawks has been eclipsed by a feral five o'clock shadow.

Reality that captures the current zeitgeist tends to aim its muzzle at a motley crew of outdoorsy folks who buck fashion trends and look more hobo than Hollywood.

Duck Commander founder Phil Robertson was a QB1 ahead of future hall-of-famer Terry Bradshaw at Louisiana Tech in the mid-1960s before giving up the gridiron for the duck blind.

Along with his kooky brother Si, boudin-cooking wife Miss Kay, business-savvy son Willie and the rest of the loveable Robertson clan, the Duck Dynasty family are the undisputed lords of the backwoods boob tube explosion that has given us hooch making Moonshiners, wild boar hunting American Hoggers, and gator wrestling Swamp People. The bodacious Bayou beards sported by the world's favourite duck calling sons have sold umpteen books, bobbleheads, school supplies, garden gnomes, and even Chia pets.

Their squirrel eating comedic gold melds the best parts of The Beverly Hillbillies and The Waltons with a dash of Dukes of Hazzard camp thrown in to create A&E's most successful show ever — a cable goliath aired in more than 100 countries.

The finale of Duck Dynasty's third season drew 9.6 million viewers and trounced Fox's American Idol and CBS's Survivor in the coveted 18-49 demo.

Those heavy hitters of yesteryear couldn't reach the bottom wisps of the wizened beard of the Redneck Gandalf, Phil Robertson. Then season four's premiere blew their already boffo numbers out of the water with a record setting 11.8 million tuning in for a quacking good time.

A Reddit thread dedicated to pondering the secret of this band of bushy-faced brothers' rampant popularity dwells on all sorts of cockamamie theories.

But in the end, they stand apart from their Lifestyles of the Redneck & Famous television brethren because of their cartoonish whiskers which tots will be wearing reasonable facsimiles of when they come knocking on your door for many Halloweens to come.

Be sure to give them extra candy if they drop a choice Si quote.

"I am the MacGyver of cooking. If you bring me a piece of bread, cabbage, coconut, mustard greens, pigs feet, pine cones...and a woodpecker, I'll make you a good chicken pot pie," or "I sting like a butterfly and punch like a flea," are certainly deserving of an extra Snickers bar.

Furry and family friendly programming, Duck Dynasty is as infectious as The Big Bang Theory but instead of comic books and other nerd totems, the bearded bros' banter casts a much wider net, tackling everything from hot tubs to taxidermy.

Whatever homespun hijinks the beardos are up to from busting up beaver dams to driving around West Monroe looking for a place to dump a freezer full of rotten meat, the show always culminates with the Robertson's setting aside any of the day's minor squabbles and breaking bread at a giant dinner table.

Through thick and thin their blankets of fur blow in the wind. Sans face manes this would be a plain old vanilla reality-based sitcom. Their billowing beards augment their natural-born charisma making them larger than life.

"They have a wild man, nature-loving, anti-authority quality that really stands out," weighs in Dr. Allan Peterkin, the author of One Thousand Beards-A Cultural History of Facial Hair, and grooming consultant for Dove's Men+Care face range.

"Their beards are an unforgettable part of their philosophy, brand, and trademark," says Peterkin.

Reading the beards

The Duck Dynasty crew's beards are furry manifestations of the men lurking beneath them. Pogonologist Dr. Allan Peterkin reads the Robertson kin's face follicles to determine the beard statement the men are making.

- **Si.** "Substance over style."
- **Patriarch Phil.** "Longer is wiser."
- **CEO Willie.** "Seems gentle, poetic, approachable."

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Animated

Frozen

Directors. Chris Buck, Jennifer Lee

Stars. Kristen Bell, Josh Gad, Idina Menzel

The Princesses of Arendelle, Anna (Kristen Bell) and Elsa (Idina Menzel), are polar opposites. Anna is a warm-hearted adventurer while Elsa has the awesome power to manifest ice and snow from her fingertips. When Elsa accidentally plunges her kingdom into an endless winter Anna sets off with mountain man Kristoff (Jonathan Groff), his reindeer and a sun-worshipping snowman named Olaf (Josh Gad) to save the realm. Frozen has all the elements of classic Disney but wants for more complex characters. **RICHARD CROUSE**

Action

Homefront

Director. Gary Fleder

Stars. Jason Statham, James Franco

The first thing you need to know about Homefront is that it was scripted by Sylvester Stallone. That pretty much says everything about its severe tone, stock characterizations and messy combat choreography. Silly, but viscerally satisfying, Jason Statham plays a DEA agent hiding in backwoods Louisiana until his cover is blown and old enemies come calling. Homefront's cast has trouble finding the right tone — especially one-time Oscar-nominee Winona Ryder playing a former biker chick. **STEVE GOW**

Thriller

Oldboy

Director. Spike Lee

Stars. Josh Brolin, Elizabeth Olsen

Spike Lee's remake will be best appreciated by those who haven't seen the original Korean award-winner. That's because the premise of a businessman seeking bloody vengeance on whomever inexplicably locked him up for 20 years hinges on not knowing the final twist (even if Lee does alter it slightly). An assault of gratuitous violence, this update is nothing short of energetic but its lack of cohesion and expressiveness will likely repel fans of the original. **STEVE GOW**

Scotiabank Theatre Vancouver 900 Burrard St.
Oldboy (18A) Wed-Thu 1:50-4:35-7:15-10

Esplanade 6 200 West Esplanade
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Frozen (G) Wed-Thu 9:20
Frozen 3D (STC) Wed-Thu 6:45
Homefront (14A) Wed-Thu 6:40-9:15
Oldboy (18A) Wed-Thu 7-9:50

SilverCity Riverport 14211 Entertainment Way
Frozen (G) Wed-Thu 12
Frozen 3D (STC) Wed-Thu 2:35-5:15-7:55-10:35
Homefront (14A) Wed-Thu 12-2:30-5:05-7:35-10:05
Oldboy (18A) Wed-Thu 12:10-2:45-5:20-7:50-10:30

Dolphin Cinemas 4555 E. Hastings St.
Frozen (G) Wed-Thu 5-7:10-9:25

SilverCity Metropolis 4700 Kingsway Ave.
Frozen (G) Wed-Thu 12:05
Frozen 3D (STC) Wed-Thu 2:35-5:05-7:40-10:15
Homefront (14A) Wed-Thu 12-2:25-4:50-7:20-9:50

SilverCity Coquitlam 170 Schoolhouse Street
Frozen (G) Wed-Thu 1:20
Frozen 3D (STC) Wed-Thu 4:25-7:10-9:50

SilverCity Coquitlam 170 Schoolhouse Street
Homefront (14A) Wed-Thu 12:30-3-5:25-7:55-10:25
Oldboy (18A) Wed-Thu 2:20-4:55-7:40-10:15

Clova 5732-176th St., Surrey
Frozen (G) Wed-Thu 7

Strawberry Hill Grande 12161-72nd Ave, Surrey
Frozen (G) Wed-Thu 1:15
Frozen 3D (STC) Wed-Thu 3:50-6:30-9:10

Studio 12 Guildford 15051-101st Ave, Surrey
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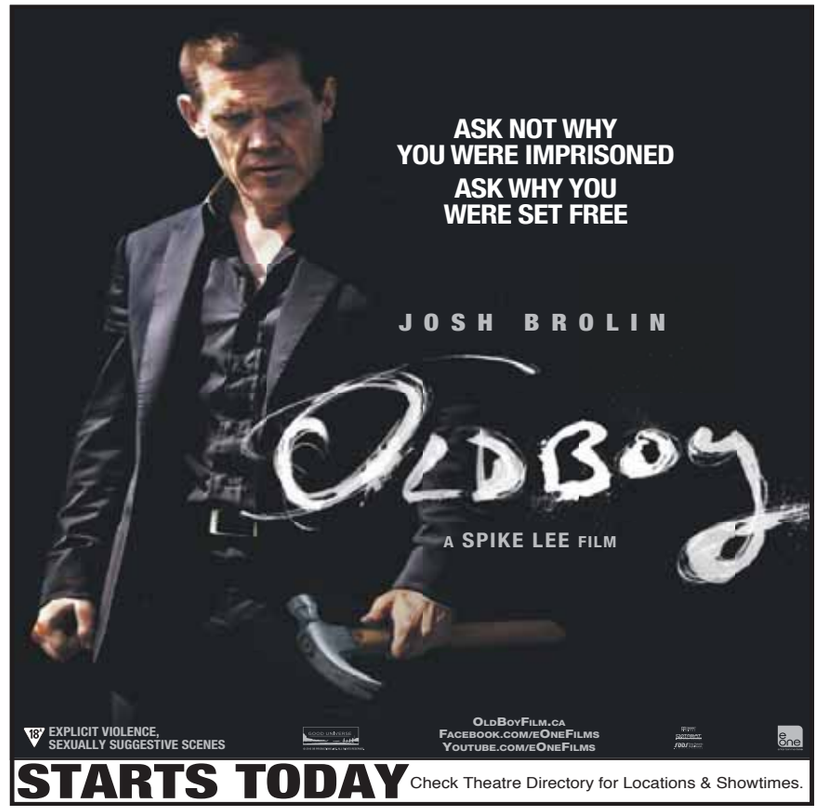
Homefront (14A) , Wed-Thu 7:05-9:30
Oldboy (18A) , Wed-Thu 7:25-10:20

Criterion 4 White Rock 2381 King George Highway
Frozen (G) Wed-Thu 7-9

Colossus Langley 20090-91A Ave, Langley
Frozen 3D (STC) Wed-Thu 4:20-7:05-9:45
Homefront (14A) Wed-Thu 4:30-7:30-10:10
Oldboy (18A) Wed-Thu 5-7:50-10:40



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Do you want to own a part of Farrah Fawcett?

Farrah Fawcett's nephew Gregory Walls inherited much of the late actress' personal items, and now he's apparently looking to get rid of some of them.

Walls listed 67 of Fawcett's items — including her People's Choice Award and her driver's licence — with a Dallas-based auction house, according to Radar Online. Walls insists he's unloading the goods for the sake of her fans, writing in the auction catalogue that he decided to list the items after reading thousands of cards and letters they'd sent her.

A portion of the proceeds will go to the Farrah Fawcett Foundation.

Farrah Fawcett. ALL PHOTOS GETTY IMAGES

METRO DISH

OUR TAKE ON THE WORLD OF CELEBRITIES

The Word

Sorry Brad, there will be no private island for you

Angelina Jolie surely plans to do something special for Brad Pitt's 50th birthday next month, but that something special apparently doesn't involve buying him an island.

The NY Daily News had reported that Jolie laid out $20 million for an 11-acre, heart-shaped private island on New York's Lake Mahopac, but the owners of the property, named Petra Island, tell E! News that it's still for sale.

"We are open to show Angelina Jolie and Brad Pitt the island, but they have to have lunch at my café first," says Donna Massaro, daughter of the island's owners.

The island would be of particular interest to Pitt since the two houses on it were designed by Frank Lloyd Wright, one of his favourite architects.

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Katniss Everdeen for a day

North Carolina. Follow in the footsteps of some of your favourite tributes by visiting the sites from the Hunger Games film

VAWN HIMMELSBACH
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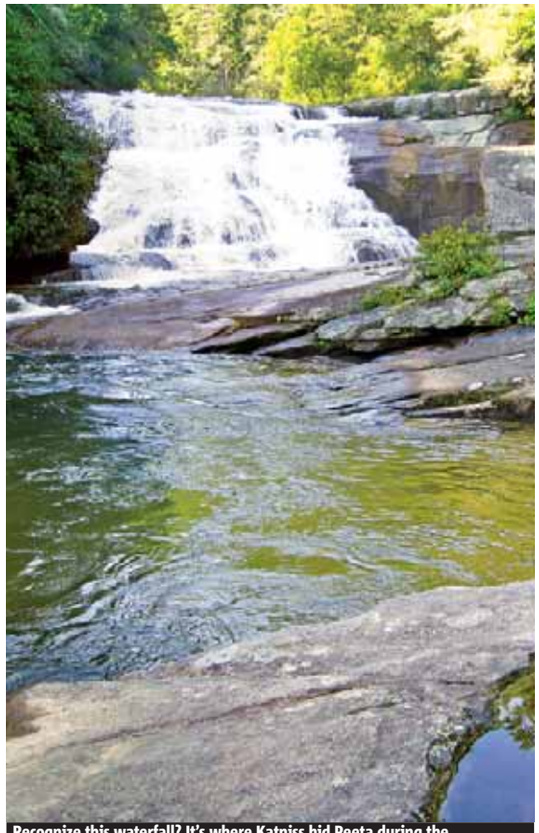

Recognize this waterfall? It's where Katniss hid Peeta during the Hunger Games. PHOTOS: VAWN HIMMELSBACH

Metro's intrepid travel writer Vawn Himmelsbach channels her inner Katniss Everdeen during an archery lesson in North Carolina.

Want to shoot an arrow like Katniss or learn the art of sling shot like Rue? Whether you're a fan of the Hunger Games or an avid outdoor enthusiast, adventure awaits in North Carolina's Blue Ridge Mountains.

Hike in the wilderness, learn survival skills, or just eat and drink like a celebrity — and may the odds be ever in your favour.

Hit the trails in Dupont State Recreational Forest (about an hour's drive from Asheville) where you'll discover some of the most iconic scenes from the first film. Pick up a trip planner at the Asheville Visitors Center or use the interactive online map (exploreasheville.com) to organize day trips out of Asheville.

A few points of interest in Dupont: hike to Triple Falls (from the main parking lot) to see where Katniss discovers a wounded Peeta. Or head to the scenic Bridal Veil Falls, where Katniss flees from the firestorm. (Note: The waterfalls were edited out of the film, since the tributes were always on the hunt for water.)

If you're interested in behind-the-scenes scoop, it's well worth going on a Hunger Games Unofficial Fan Tour, where your guide will take you to locations used in the first film — locations that would be near impossible to find on your own. You'll also learn archery, sling shot and special-effects camouflage, and eat lunch featuring foods that your favourite tributes would have eaten. Day tours run from April to October and cost $59 US; visit hungergamesunofficialfantours.com for more info.

You can also visit Henry River Mill Village, the location for District 12. Because of vandalism, this abandoned mill town about an hour east of Asheville is closed to the public, but you can take a Hunger Games Unofficial Fan Tour for $50 US. Or, head to Chimney Rock Park for short hikes and rock climbs (also the filming location of The Last of the Mohicans).

Where to stay:

Spend the night at Hotel Indigo, where Jennifer Lawrence, Josh Hutcherson and Liam Hemsworth stayed during the shoot. This boutique hotel has a contemporary vibe, with unique local touches such as wall murals in each room of nature scenes taken by a local photographer.

Until March 31, Hotel Indigo is offering a Hunger Games package, which includes two nights accommodation, a $15-per-person gift card for lunch at Early Girl Eatery, chocolate chip cookies in your room (Jennifer and Josh's favourite), as well as local Hunger Games trivia. Prices begin at $290 US; email snewton@hlihotels.com for more info.

What to do:

Head to Lexington Avenue Brewery for brisket mac 'n cheese or mountain trout tacos. Alternatively, go to the Laughing Seed Café, where vegan Woody Harrelson went for vegetarian fare. Then head to The Southern for a vanilla bourbon mint julep on the patio.

To get your heart racing, check out Nantahala Outdoor Center for whitewater rafting and zip line tours. You can also hone your outdoor survival skills by taking a wilderness medicine course (scheduled classes or private instruction). Visit noc.com for more info.

Real or not real?

Hunger Games Unofficial Fan Tours will be offering guided tours behind the making of Catching Fire in Atlanta, Ga. You'll visit film locations via private shuttle, learn archery, play archery tag and make your own volcanic rock. Tours start Dec. 14, running through 2014 ($94 US). For die-hard fans take a full weekend, which includes themed accommodations and food, survival training, banquet and game simulation (beginning April 2014 for $599 US).

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It came upon the window clear

Pane and fame.
Manhattan's retailers have a long history of spreading Christmas cheer through displays

A group gathers to admire one of Macy's window displays in midtown Manhattan. PHOTOS: THE ASSOCIATED PRESS

Forget window shopping, some of Manhattan's biggest and most storied retailers say their elaborate seasonal window displays are a gift to passers-by.

Reimagining every major holiday covered in a slick coating of ice, recreating cozy Christmas morning scenes and paying homage to a local legend can be a yearlong labour of love.

"Every store has their own style," says David Hoey, senior director of visual presentation at Bergdorf Goodman. "We try to pick a theme that will lend itself for us to go to town. We all do."

At his corner of 57th Street and Fifth Avenue, arguably one of the most famous shopping intersections in the world, Hoey isn't just celebrating Christmas, he's paying homage to 12 holidays, including Valentine's Day, Independence Day and Halloween.

Kitty-corner from Bergdorf is Tiffany & Co. and its scenes that aim to capture the New York holiday of your best dreams and memories. "We are telling a story of the lives that go on here and the interactions that happen on Christmas Day and on that morning in New York City," says Richard Moore, vice-president of creative visual merchandising.

"It's about holiday spirit and celebrated tradition. The windows are for all ages, all different cultures. We just want you to stop and look and engage in our windows," he adds.

Here's what window watchers can see now through the end of December, all located in midtown New York:

A child admires a window display at Macy's in Manhattan.

Barneys NY: Barneys' holiday collaboration with Jay Z, whose full name is Shawn Corey Carter, certainly has created the most headlines, but not for the windows or the BNY SCC collection items they feature. The focus has been on the partnership in the midst of customers' accusations of racial profiling while they were buying expensive items.

The windows, though, are trained on high tech with interactive installations that feature light shows and a virtual sleigh ride with Santa and Mrs. Claus, fresh off Madison Avenue makeovers. There are entrances and exits on the side of a darkened theatre display for a three-minute, 3-D experience of the city skyline.

Bergdorf Goodman: The Holidays on Ice theme exists in a "sort-of time warp," Hoey says. There are details from the 17th through 21st centuries — and all coated with a little glimmer and shimmer.

Bloomingdale's: A quick trip around the block seems a trip around the world, with oversized packages celebrating shopping around the world, including France, Italy and China — and New York, of course.

Macy's: A little boy journeys through an enchanted forest, meeting all sorts of extraordinary characters along the way, then comes away with belief in faith and some magical dreams.

Tiffany & Co.: A miniature sleigh filled with boxes in Tiffany Blue visits an enchanting neighbourhood on a snowy night.

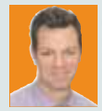
THE ASSOCIATED PRESS

N.Y.C. tree lightings

- **South Street Seaport.** 19 Fulton St. Tree lighting Nov. 29, 6 p.m. Along with the lighting ceremony, See/Change's ice rink will open and there will be live music.
- **Madison Square Park.** Entrance at 25th Street and Fifth Avenue. Tree lighting Dec. 10, 3:30 p.m. This tradition will brighten up the park again this year, as will performances by the New York Life Singers and Audra Rox.
- **Rockefeller Center.** 30 Rockefeller Plz. Tree lighting: Dec. 4, 7 p.m.

Holiday outings

Head to the market for festive cheer



ON THE MOVE
Loren Christie
life@metronews.ca

Did the holiday season sneak up on you? A Christmas themed getaway will help jump start your festive spirit.

In the past several years Toronto has done a wonderful job re-creating the cheer and charm that is a traditional European Christmas market. Located in the city's historic Distillery District, this year's Lowe's Toronto Christmas Market runs from Friday, November 29 through to Sunday, December 15. The entire area is decked out for the holidays complete with lighting and décor displays, roving carolers and traditional wooden booths selling locally handcrafted goods, decorations and Christmas themed foods. Many of the booths feature items from Eastern European countries, Holland and Germany, where the tradition of Christmas markets began in the early 1400s. An added bonus is the expanded liquor licence, which allows visitors to enjoy an authentic holiday beverage including mulled wine and hot rum by an outdoor fire.

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Take the chill out with Black Bean and Avocado Soup

ROSE REISMAN
For more, visit rosereisman.com or follow her on twitter @rosereisman

This creamy, rich-tasting soup is very nutritious. I like to serve it garnished with reduced-fat sour cream, diced plum tomatoes or a sprinkle of shredded cheddar cheese.

Ingredients

- 2 tsp vegetable oil
- 1 cup chopped onion
- 1 cup chopped carrot
- 2 tsp minced fresh garlic
- one 19 oz can black beans, drained and rinsed
- 2 1/2 cups low-sodium chicken or vegetable stock
- 1/2 tsp granulated sugar
- 3/4 tsp cumin
- 1/4 cup chopped cilantro or parsley
- 1/4 cup diced avocado and reduced-fat sour cream

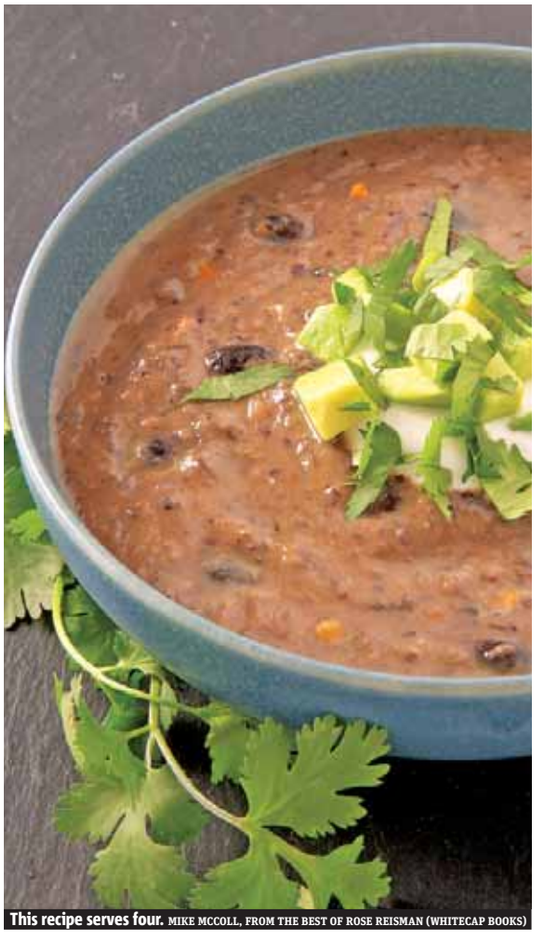
1. Spray a nonstick saucepan with cooking oil, add vegetable oil and place over medium heat. Cook the onion, carrot and garlic, stirring occasionally, 5 minutes or until softened.

2. Set aside 1/2 cup of the black beans. Add the remaining beans, stock, sugar and cumin to the vegetable mixture. Bring to a boil, then reduce the heat to medium low. Cover and cook for 15 minutes or until the carrots are tender.

3. Purée soup in blender or food processor, working in batches. Return to saucepan. Stir in reserved beans.

4. Ladle the soup into individual bowls and garnish with cilantro and avocado and sour cream.

THE BEST OF ROSE REISMAN (WHITECAP BOOKS) BY ROSE REISMAN



This recipe serves four. MIKE MCCOLL, FROM THE BEST OF ROSE REISMAN (WHITECAP BOOKS)

Drink of the Week

Juicy Dreams

Bourbon has all the qualities for a cold weather base: warming, festive, affordable and compatible. And because of those qualities, you don't need to do much to it to create a terrific cocktail.

- Ice
- 2 oz bourbon
- 1 oz Lillet
- 1/2 oz lemon juice
- 2 oz pomegranate juice

In an ice-filled cocktail shaker, combine the bourbon, Lillet, lemon juice and pomegranate juice. Shake, then strain into an ice-filled tumbler. THE ASSOCIATED PRESS

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Get transported into the icy world of penguins at the family adventure ride, Antarctica: Empire of the Penguin at Sea World Orlando. CONTRIBUTED

Meet Cinderella, Rapunzel and other Disney princesses in the Castle Courtyard located in the centre of New Fantasyland at Walt Disney World's new Princess Fairytale Hall.

Get transported into the icy world of penguins on a first-of-its-kind family adventure ride, Antarctica: Empire of the Penguin at Sea World Orlando. Follow animal warriors on magical journeys at Legoland Florida's new area, the World of Chima, based on the Cartoon Network animated TV series.

Get up a close-up look at the Space Shuttle Atlantis and learn the history of NASA's 30-year Space Shuttle program at Kennedy Space Center Visitor Complex.

For more information, visit VisitOrlando.ca or call 800-551-2006.

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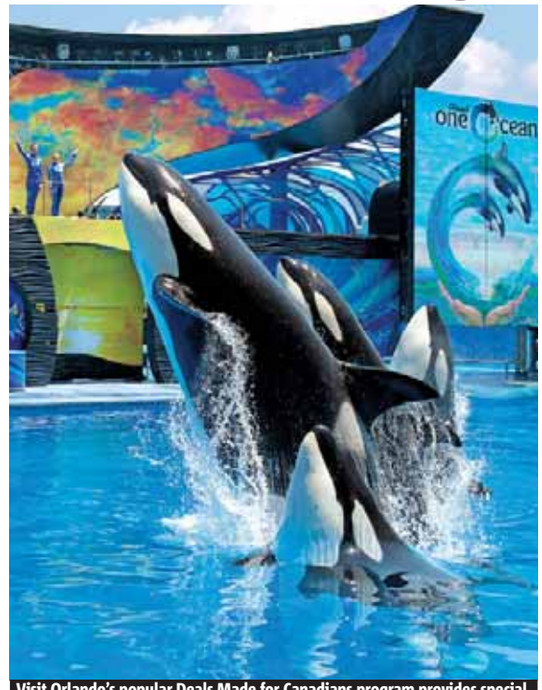

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Not just Plastics on today's playground

Boys on the side?

Author whose book inspired Mean Girls movie encourages educators not to put social issues of young males on back burner

The teen comedy Mean Girls was inspired by Rosalind Wiseman's Queen Bees and Wannabes, which offered insight into the dynamics of relationships, cliques and conflicts involving teen girls.

Her latest book Masterminds and Wingmen (Harmony Books) offers a male-focused complement to her groundbreaking bestseller, as Wiseman urges adults to recognize that the emotional needs of boys are also deserving of attention.

"I want people to know that boys want deep relationships, that it makes their lives better; that their friendships are important to them and that they have conflicts like everybody does. And that we have to stop dismissing boys' emotional lives," Wiseman said during a recent interview.

"We don't have to have these Hallmark, 'Sit around in the circle and tell me your deepest feelings (moments).'

"It's just being able to realize there's a lot going on there, so you can see it; and then realize if you reach out, they're going to come to you if you listen. We just have to do a lot of work first on ourselves."

Mother to sons Elijah, 12, and Roane, 10, Wiseman didn't just focus on her own parenting practices and experiences — she went directly to the source.

Wiseman sought out boys willing to open up about a vast range of subjects, from stigma surrounding being gay to girl troubles, gaming, social networking and the roles and hierarchies within social groups.

More than 160 boys offered contributions, which Wiseman said helped shape many of the topics in the book, while also aiding in painting a picture of common challenges and dynamics governing what she termed "Boy World."

Boys won't always be boys

"I want people to know that boys want deep relationships, that it makes their lives better; that their friendships are important to them and that they have conflicts like everybody does."

Rosalind Wiseman
Author of Masterminds and Wingmen

"Boys have to hide behind this attitude of, 'I don't care,'" said Wiseman.

"One of the things that happened that was really extraordinary was the boys were able to say, and be proud of it ... 'I want to make the world a better place. I want boys to have a better sense of how to get through things than I do, or I did. And so, I'm helping with this project so that that happens.'

"But I had to prove to them that I would listen to them and that they could disagree with me and I wouldn't shut them down."

Author Rosalind Wiseman is candid in her new book Masterminds and Wingmen, with revelations of experiences with her own sons. CONTRIBUTED/THE CANADIAN PRESS

Wiseman said she's heard so far from adults who say the book has enlightened them as to why boys clam up when bombarded with questions about how their day went.

THE CANADIAN PRESS

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It's alright 'cause I'm saved by the benefits of having a diverse degree

Change of the chalkboard. How to stretch your teaching degree far beyond the desks and dictation

DANIEL MOORE
TalentEgg.ca

Even if you find a career path you love, it's always a good idea to be aware of industries and roles that match your skills and experience. This is particularly true of teaching, which some individuals explore and discover isn't for them — while others have trouble landing a teaching job in the first place.

How do you find a career outside the classroom when all of your education and work experience have taken place inside those four cozy walls? Also, how do you repurpose an education degree on paper to convince an employer that you're qualified to pursue a different calling?

Most of all, can you find a job that will rival the joy and passion you have for educating and inspiring young minds?

Yes. Here's how.

Discover your core values

Leaving a field for which you've spent years training is unnerving. It can lead to questioning long-cherished goals in both your personal and professional life.

This may sound a little horrible, and ridden with a whole new set of crises, but it's actually the best way forward.

Michelle Dunn, a career coach and former teacher, says that any major career shift needs to be preceded by a genuine reflection about one's core strengths and values. "The next thing that happens to pop up may not be the best thing," she cautions.

"When career coaching, we start with who the person is, what's important to them and their strengths. Getting really clear about those things will help you leverage your skills to turn to something else."

Identify your transferrable skills

Identifying those skills can be difficult coming from a field defined so much by what seems like just one duty: teach stuff. But teachers employ a mass of skills getting a class of 14-year-olds ready to sit down and write an essay on Romeo and Juliet, urbanization or the electoral process.

Teachers research, transfer knowledge, manage diverse groups of individuals, learn new software, evaluate performance, participate in professional development activities, facilitate, work independently and exercise authority.

They also engage in public speaking, presenting complex topics to rowdy audiences!

When writing a cover letter or resumé, the trick, as always, is to disassociate the tasks from the setting.

The setting will change, but the tasks essentially remain the same. As Michelle points out: "If you can maintain discipline and leadership in a classroom of 30 kids, you can definitely do that in an organization."

Consider the "helping professions"

Of course, the easiest transition occurs when your skills transfer so naturally it doesn't seem like a daunting change at all.

For teachers, a natural transition is into what Michelle calls "helping professions": training, coaching or advising roles, either within the education sector, but outside the classroom, or in a department with a strong people-focused mandate, like human resources.

Michelle has led plenty of workshops for teachers moving into these fields. She says it's a natural transition since "they want to help people and see them reach their potential," and that's what they're already adept at.

In her own case, Michelle moved into career coaching after teaching abroad for four years and raising two children.

It offered a way to build naturally on her interests in counseling and psychology — part of her B.A. work — and "still do what I loved and knew how to do."

Embrace entrepreneurism

A successful switch

Fifteen years ago, Cam McRae left an established teaching career in Vancouver to start an e-magazine for mountain biking in the North Shore area.

- It was a bold move for someone who didn't know much about creating websites or managing a business. But he had just returned from a year of teaching (and riding) in Italy, which gave him a new perspective on what he wanted to do for the rest of his life.
- His website, NSMB.com, now boasts a sizeable following and several heavyweight sponsors in the outdoor industry. He still holds on to his teaching credentials, just in case, but he doesn't regret his career move.
- His advice for current teachers considering a similar 180?:"It depends on your employment and family responsibilities. But generally my advice is to go for it; we regret more what we don't do than what we do. Also, the flexibility of teaching – summers, holidays — can allow you to start developing your new interest on the side at first. So take advantage of that."

You've got the goods

"If you can maintain discipline and leadership in a classroom of 30 kids, you can definitely do that in an organization."

Michelle Dunn
Career coach and former teacher

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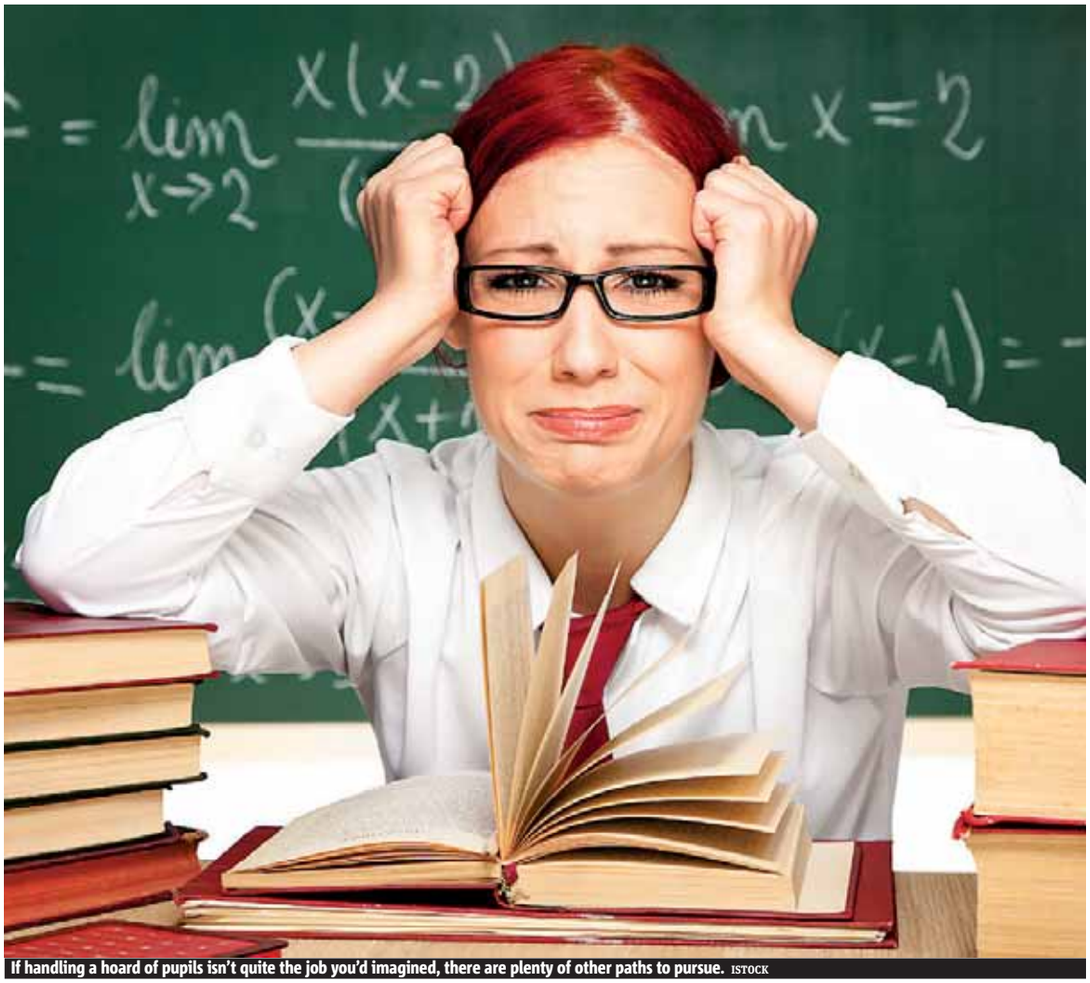

If handling a hoard of pupils isn't quite the job you'd imagined, there are plenty of other paths to pursue. ISTOCK

Finally, there's a strong case to be made for the unknown — following that other passion and seeing where it leads. This may involve obtaining new credentials along the way, but it can also be done by drawing on the extraordinary work ethic and nerve honed in the classroom.

Contrary to the popular belief that says teachers can't cut it in the cruel world of business, Michelle argues that teachers are native entrepreneurs. They have intuition, drive, excellent people skills and loads of self-direction. These are the skills needed to start something new and develop it into a sustainable livelihood.

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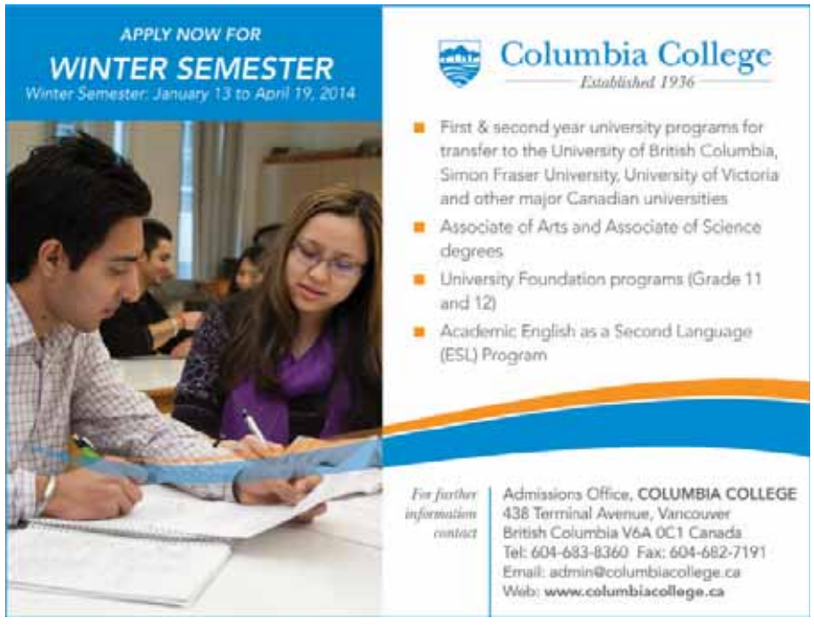
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Mission of the mentee: Getting a hold of your guru of professional greatness

Finding "the one".
Taking the first steps toward finding your perfect mentor

ROSIE HALES
TalentEgg.ca

Sometimes a boost can be just what you need to jump start your career and finding a mentor might be the way to do just that.

The mentor-mentee relationship is a precious one. The mentor can coach their mentee in their chosen field and open up a whole variety of opportunities to them, while the mentee keeps their teacher abreast of current feelings and developments of the age group in that industry.

After you've decided what you might look for in a mentor (think: someone you like who works in your field of interest and, as an added bonus, has a strong network within the industry), try to brainstorm where you could meet said person. Here are some to start you off:

Where to meet a mentor

Networking events

Signing up for networking events can be a really great way to meet potential mentors and it's a useful strategy to get your foot in the door of your industry of interest.

School

Universities or colleges often employ industry professionals to teach classes and making use of these connections to the outside world can provide you with a mentor that understands the culture of the classroom and of the workplace.

Social media

Do you have a blog or Twitter account that you love to follow? If someone is posting things that are both interesting and relevant to your chosen field, they probably have other information that they'd love to share with you!

Pick up that phone!

Keep them posted on your progress

- If your mentor helped you with a certain problem or question, then drop them a line every so often to let them know how they helped you solve it and what you're doing now.
- It lets them know just how valuable their advice really was.

What to do once you've met a potential mentor

Ask for advice, not mentorship

Hatch your relationship by asking your potential mentor for advice about something, instead of making the overly formal request of "Will you be my mentor?" With any luck, your relationship will blossom from there.

Stay in touch

Once you've met your mentor, hopefully you will have had the chance to get their contact details.

Send them an email saying how great it was to meet them and recall an interesting part of your conversation to signal to them that you were listening and you were engaged with what they were saying.

Ask them questions, but don't bombard them

A good mentor does want to help you, but don't take advantage of their good nature.

Chances are, they are very busy and don't have a whole lot of time to reply to inquiries. Don't ask them huge numbers of questions all at once and try to keep these questions as succinct as possible.

Say 'thank you'

Obviously. Put your good manners to good use!

Follow these tips on finding your perfect mentor and soon you'll be walking off into the sunset, hand-in-hand (but probably not — best to keep things professional, after all.)

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Asking someone to be your mentor may overwhelm them, as they won't know what that entails. Start with simply asking someone you respect for advice. ISTOCK

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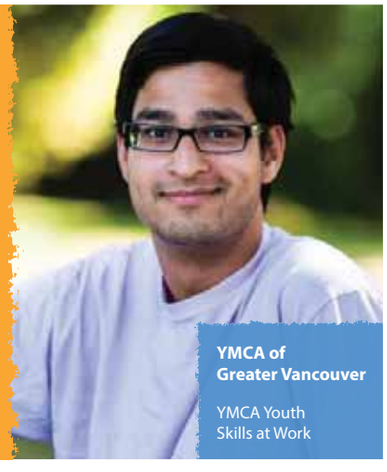

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Hair design & Skin and body therapy (esthetics) Wednesday, Nov. 27, 4:30 p.m. – room 201	Downtown
Teaching English to speakers of other languages (TESOL) Tuesday, Dec. 3, 12 p.m. – room 518	Downtown
Transportation trades Tuesday, Dec. 3, 11 a.m. – lobby, building B	Broadway
University transfer Wednesday, Dec. 4, 4:30 p.m. – room 1227	Broadway

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Cuts coming to UBC varsity teams

Future uncertain.
Some alumni may cut donations to the university following announcement

CAM TUCKER
cam.tucker@metronews.ca

The University of British Columbia has added two new alumni positions to the school's sport review advisory team, amid an upcoming controversial decision that will drop yet-to-be-determined varsity teams down to club level.

UBC president Stephen Toope made the announcement at a press conference Tuesday.

However, one alum who was on hand in the media room of the Walter Gage Residence is not only concerned about the timing of the announcement, but also about the level — or perhaps lack of — of influence those two alumni members new to the advisory team will have.

"I'm also concerned as to whether or not those two alumni positions will actually be involved in decision-making," said Dr. Derek Swain, who first graduated from UBC with a bachelor of arts degree in 1970 and later with a doctor of education in counselling psychology in 1990.

A think-tank was formed following what Toope called an external review of the school's athletics department in 2012, and recommended the development of criteria for what would qualify a team varsity status.

UBC president Stephen Toope said Tuesday that the school "cannot sustain excellence for 29 varsity teams into the future." DARRYL DYCK/THE CANADIAN PRESS FILE

UBC currently has 29 varsity teams on what is believed to be a $6.1 million budget.

Toope says UBC cannot sustain the number of varsity teams it has now.

The advisory team is currently receiving feedback on criteria for a two-part assessment process to determine which teams meet varsity status and which will become club teams.

An announcement on teams meeting varsity status in the first assessment will be announced in mid-January, said Toope.

Teams will be provided an opportunity to appeal the final decisions, made in the spring.

"This is not a done deal," said Toope.

The process has alienated some alumni.

Swain said 2,800 alumni members opposed to the cuts to the varsity teams have signed an "electronic petition."

He added some alumni have stated they will cut their donations to the school.

"We have already had a number of alumni saying that they will not commit money to this university," he said.

Go to metronews.ca for more on the future of UBC athletics.

NBA

Thompson helps Warriors scrap out win in Louisiana

Klay Thompson scored 22 points and tied a career high with eight assists, and the Golden State Warriors snapped a three-game skid with a 102-101 victory over the New Orleans Pelicans on Tuesday night.

Eric Gordon had a chance to win it for New Orleans with an open three-pointer from the left corner in the final seconds, but the shot rimmed out and Anthony Davis couldn't quite reach the rebound.

Jermaine O'Neal returned from right knee and groin injuries that had sidelined him for four games and did not look at all rusty, sinking his first seven shots en route to 18 points — including a clutch baseline hook with 2:06 left. David Lee added 19 points.

THE ASSOCIATED PRESS

NHL

Stars finally give fans a win in Dallas

Cody Eakin, Stephane Robidas and Ryan Garbutt scored in a 53-second span of the third period, and the Dallas Stars beat the Pacific Division leading Anaheim Ducks 6-3 on Tuesday night for their first home win in more than a month.

The Stars trailed 2-1 before the three-goal flurry against Jonas Hiller. Antoine Roussel scored twice for Dallas, and Alex Chiasson added an empty-net goal in the final minute.

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Seahawks hit with another suspension

NFL. Cornerback Thurmond becomes the 6th Seattle player to serve ban for substance-abuse or PED violation since 2011

Seahawks cornerback Walter Thurmond GETTY IMAGES FILE

Back from their bye week, with the best record in the NFL and heading into a Monday night showdown with the Saints, Pete Carroll and the Seattle Seahawks spent Tuesday dealing with the kinds of distractions they believed were over.

Instead, the Seahawks are adding to the list of player suspensions they've faced since Carroll took over in 2010.

"We're still trying to work through it. I'll say it again, I've always found myself looking for guys that maybe other people don't see something special in and we take a chance on a guy here or there that needs some extra consideration and care," Carroll said. "And sometimes guys they have issues and things pop up but I've always been kind of hopeful and make guys find the best in them and bring it out. Sometimes it works out and sometimes it doesn't. We'll certainly hang with our guys and take care of them."

Starting cornerback Walter Thurmond was officially suspended Tuesday by the NFL for the team's next four games for violating the league's substance abuse policy, leaving the Seahawks short-handed going into Monday's matchup against New Orleans.

Thurmond will be eligible to return to the active roster on Monday, Dec. 23, before the final game of the regular season, but his absence leaves a hole in a secondary that was previously missing starting cornerback Brandon Browner because of a groin injury.

Thurmond's is the sixth Seattle player officially suspended for substance-abuse or performance-enhancing drugs violations by the league since 2011. That doesn't include Richard Sherman, whose suspension was overturned on appeal late last season.

THE ASSOCIATED PRESS

Roughriders roll through Regina with Grey Cup

Saskatchewan head coach Corey Chamblin poses with the Grey Cup during the Roughriders' championship parade through Regina on Tuesday afternoon. LIAM RICHARDS/THE CANADIAN PRESS

MLB

New criticism of Selig added to A-Rod's lawsuit

Alex Rodriguez's lawyers updated his lawsuit against Major League Baseball and Bud Selig, adding new criticism of the commissioner for not testifying in the union's grievance to overturn the 211-game suspension given to the Yankees star. THE ASSOCIATED PRESS

Baseball hall of fame

Maddux headlines new hopefuls

Four-time Cy Young Award winner Greg Maddux, two-time winner Tom Glavine and two-time AL MVP Frank Thomas are among 19 newcomers on this year's Hall of Fame ballot, joining steroid-tainted holdovers Barry Bonds, Roger Clemens, Mark McGwire and Sammy Sosa.

Ballots are due by Dec. 31, and results will be announced Jan. 8.

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2014 BMW 4-Series

Review. Sometimes you need to break away to really come into your own

MALCOLM GUNN
wheelbasemedia.com

ALL PHOTOS WHEELBASEMEDIA.COM

2014 BMW 4-Series

- **Type.** Two-door, rear- /all-wheel-drive four-passenger coupe
- **Engines (hp).** 2.0-litre DOHC I4, turbocharged (241); 3.0-litre DOHC I6, turbocharged (300)
- **Transmissions.** Eight-speed automatic; six-speed manual (opt.)
- **Base price (incl. destination).** $47,000

Design

Compared to the 3 Series sedan, the roofline is lower by about five centimetres and the ride height has been reduced by about 1.5 centimetres. The fenders also bulge more than the sedan's, and the space between the front and rear axles has increased a bit

It's a breakup of a different sort.

BMW's newest two-door model has separated from its former 3 Series sedan counterpart, changed its name, undergone a major facelift and emerged as one of the more attractive models in the automaker's lineup.

The 4 Series represents part of BMW's master strategy of re-branding the coupe and convertible lineup using even-number nomenclature exclusively (2, 4 and 6), while the sedan range sticks with odd numbers (3, 5 and 7).

For the 2015 model year the current 1 Series vehicles will be rebooted as 2 Series coupes and convertibles. The newly christened 4 Series appears to have strayed only slightly from the previous 3 Series, but is a bit wider and longer.

The changes that have occurred in the 4-Series lower the car's centre of gravity and, along with a number of structural and suspension adjustments specific to it, are aimed at providing a more sporting experience along with creating a sharper personal-luxury image.

Don't look for any dramatic changes when it comes to the 4 Series powertrains that are already in use in a number of BMWs. The 428i uses a turbocharged 2.0-litre four-cylinder engine that cranks out 241 horsepower and 260 pound-feet of torque.

Moving up to the 435i puts you in control of a 3.0-litre six-cylinder engine that generates 300 horsepower and 300 pound-feet of torque. By BMW's stopwatch, the 428i will propel the coupe to 60 mph in 6.0 seconds, while the stronger 435i gets it done in 5.3 seconds. To help conserve fuel, there's a standard stop/start function that shuts off the engine when the car is stopped, which of course saves fuel.

An eight-speed automatic is the base choice with either engine, but you can swap it out for a six-speed manual gearbox, should you be so inclined. You can also equip each edition with BMW's x-Drive all-wheel-drive option that's probably a wise move in this country where winter is a fact of life. From the driver and front passenger's perspective there's little to differentiate the 4 Series Coupe from its former sedan mate. The controls and switches are legible to a fault and convey a keen sense of quality.

Both front and rear-seat riders (there's room for just two in the split-folding back seat) sit on standard Sensatec (faux leather) upholstery and have ample views out the generously sized front and side windows. That's in sharp contrast to cars such as the Audi TT coupe. Selecting a base 428i will set you back $47,000 ($57,000 for the 435i) and includes premium items such as climate control with memory settings, power moonroof, eight-way power front seats, rain-sensing wipers and run-flat tires, which gets rid of a traditional spare.

However, that's just the warm-up. Each model can be upgraded with Luxury Line, Sport Line and M Sport trims, with the latter including an aerodynamic body kit, sporty 18-inch wheels (17-inchers are standard) and well-bolstered sport seats covered in premium leather.

Historically, BMW purchasers have had no problem adding these and other extra-cost toppings (even selecting metallic paint is optional) and that will likely hold true with the sleek and sassy 4 Series coupe and soon-to-follow hardtop convertible.

After all, combining significant luxury, performance and style is what really makes sets these cars and their owners apart.

Compare

1 Audi A5
Base price: $46,100

2 Cadillac CTS coupe
Base price: $44,850

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Funny how used market can set new car prices

Key factor. Automakers releasing a new model will refer to amount of secondhand vehicles available before putting price tag on it

JIL MCINTOSH
Drive@metronews.ca

Used car prices will affect the price of brand new vehicles. JIL MCINTOSH

There are numerous factors that go into the price of a new car, including how much it costs to build it, how many options it has, and if it's imported, the rate of currency exchange.

But there's also an important consideration that you may not realize: the number of used cars that will be on the market when that new model goes on sale.

"New-vehicle prices have come down in recent years, and are actually below where they were in 2007," says Carlos Gomes, senior economist and auto industry specialist for Scotiabank. "You'll start to see a change next year, and used cars are the key."

Used cars affect the price of new cars—and their price, in turn, is generally determined by how many there are available. The prime age is around four years old, when they're still new enough to appeal to most buyers in the secondary market, and when many of them are coming off leases. When there are fewer of these used vehicles available and demand for them is high, sellers can ask more money for them.

"Prior to the economic downturn of 2008 and 2009, we used to have around 600,000 vehicles that were leased annually," Gomes says. "That virtually collapsed and has been slow to recover, and a result, we're having a very significant shortage of used vehicles."

When used-car prices are high, and therefore closer to the cost of a brand-new car, many buyers are likely to spend a little extra to get the new one.

Manufacturers try to keep the difference as small as possible, either by setting lower prices or by offering incentives, so that buyers will choose the new model.

The automakers continually monitor annual car sales and leases, which gives them some idea of how many vehicles will enter the resale market in the future, and how that number will affect the price of used vehicles overall.

"Vehicle affordability is at one of the best levels ever, so it's a great time to buy a vehicle," Gomes says. "However, keep in mind that improved emissions technologies will start to be phased into vehicle prices as well, so expect that the trend of low prices on new cars is likely not here to stay."

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GT model with Technology Package shown. Certain features available only on 2014 Mazda3 GS and GT models.

The 2015 Audi A3 Sedan is a WiFi hot spot and will be the first to offer 4GT LTE service inside a vehicle. PHOTO: AUDI

In-car gadgetry tech-ing it's time to settle in

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Problems. Complaints coming from all major demograhics unhappy with infotainment and connectivity within their vehicles

AUTO PILOT
Mike Goetz
drive@metronews.ca

Vehicles are turning into smart phones and that's having a profound effect on vehicle interiors, and in many cases, the driver's dissatisfaction with such interiors.

And the complaints are not just coming from grumpy old men who would rather trowel grout than tweet.

According to consumer research conducted by J.D. Power and Associates, all major demographic bulges (boomers, Gen X, Gen Y), are having issues with the quality and design of some of the connectivity and infotainment systems in today's vehicles. In fact, the younger generations are harder to please because they self identify as tech-savvy, multi-tasking experts and expect instant action and satisfaction with all of their techie devices.

It's a case of, "we like all the technology, but it's not working as brilliantly and easily as advertised." And we really want these things to work, because we're spending more and more time in our vehicles.

Mike VanNieuwkuyk, Executive Director, Global Quality Practice, J.D. Power, recently held fourth on this "in-car experience" topic at the 2013 TalkAUTO conference in Toronto, and noted that, these days, more malfunctions are happening in the navigation and infotainment areas than anywhere else on the vehicle.

In addition to outright malfunctions, his firm also identified a large source of irritants that is more related to bad design than it is to things breaking down. One irritant group was characterized as "soft inadequacies, where needs are addressed but not as preferred" (I only wish I made that up). Another irritant group is tech stuff that is just misaligned with expectations.

A lot of voice command issues fall into these two groups. VanNieuwkuyk said customers complain about the technology profusely, but rank it only second to "touch screen" as the preferred way to control their navigation systems: "Even though many think voice command is terrible, they still want it," said VanNieuwkuyk. "They're waiting for someone to do it right."

After VanNieuwkuyk's report, several automobile dealers assembled on stage to discuss current and various automotive industry trends from their perspective, and it was soon apparent that dealerships are finding themselves on the sharp end of the stick, when it comes to customers' frustrations and learning curves with in-car technologies. Even though they didn't say it outright, you got the sense they felt the automakers weren't doing their share, in educating their customers on how all these complex systems work.

But the dealers had some really good ideas about how to deliver some of the training and information customers need. Because there is just not enough time to demonstrate how everything works when customers take their cars home for the first time, they had to get creative. One dealer conducts a "second delivery" right at the customer's home. Another encourages salespeople to stay in touch with customers 24/7 via smart phones. Another thought that owner manuals should be converted to a series of short videos, which could be uploaded to youtube or available as smart phone apps. Another dealer was contemplating something like the Apple Genius Bar.

I hope these ideas work, and I hope grumpy old men will always feel free to express themselves.

Horoscopes

♈ Aries
March 21 - April 20
Your critical thinking may not be as sharp as it usually is, so be careful what you allow yourself to believe. There are a lot of strange ideas in the world. You also started a few.

♉ Taurus
April 21 - May 21
Quick decisions are not always good and the planets warn that you should reserve judgment on important issues unless you are absolutely sure of your stance. Even then, err on the side of caution.

♊ Gemini
May 22 - June 21
Stop worrying about things over which you have no control. As the Sun moves through your opposite sign, there are a lot of things others say and do that you cannot influence. It's no big deal.

♋ Cancer
June 22 - July 23
You could find yourself at a loose end today, uncertain of your next move. Who says you have to move at all? Why not let life come to you for a change. You don't have to be a go-getter all the time.

♌ Leo
July 24 - Aug. 23
It may be tempting to take a risk today but the planets warn you will most likely regret it. There is only one thing you can be sure of at the moment and that is you cannot really be sure of anything.

♍ Virgo
Aug. 24 - Sept. 23
If you are smart, you will fight the impulse to take a shortcut. If you try to cut corners, you will be asking for trouble and trouble is not the kind of guest to turn down an invitation.

♎ Libra
Sept. 24 - Oct. 23
You need realize that some kind of scheme is not in the least bit practical. It may be a blow to your ego but there are other useful things you could be doing with your time.

♏ Scorpio
Oct. 24 - Nov. 22
If you poke your nose into a friend's personal issues you will get no thanks for it at all, no matter how well-intentioned or useful your advice may be. Some people need to learn from their own mistakes.

♐ Sagittarius
Nov. 23 - Dec. 21
There are changes taking place in your life and almost all of them are good, so go with the flow and don't be scared to move in a direction you have not been before.

♑ Capricorn
Dec. 22 - Jan. 20
There are so many interesting things going on in the world around you that you won't be able to focus on one thing for any length of time. That's OK. Variety is needed to get your creative juices flowing.

♒ Aquarius
Jan. 21 - Feb. 19
Nothing in life stays the same for long so if something (or someone) goes out of your life over the next 24 hours, bid it a fond farewell and start looking for something better to replace it.

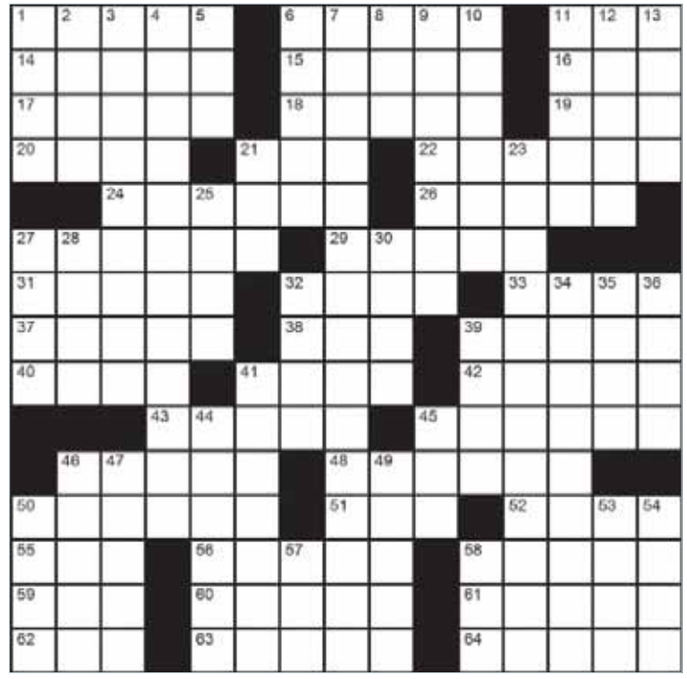
♓ Pisces
Feb. 20 - March 20
Work-related matters must be handled with care, especially if you are one of those Pisceans who tends to be a bit reckless in your attitude towards people in positions of power.

SALLY BROMPTON

Crossword: Canada Across and Down

See today's answers at metronews.ca/answers.

BY KELLY ANN BUCHANAN



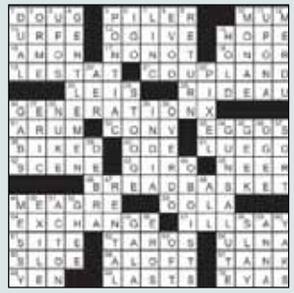
Across

1. Posh title
6. Much, slangy-ly
11. Hat
14. Trees: White poplar
15. Off-Broadway theatrical awards
16. Have payments
17. Bungle
18. Prescription warning, __ __ directed
19. Campaigned
20. Paving stone
21. Perish
22. Newfoundland's official bird, Atlantic __
24. Way out there
26. "Indoors __ __?" (Summer eater's query)
27. Drenched: 2 wds.
29. Ballotings
31. Ms. Rimes
32. Siestas
33. Fasten to the bulletin board
37. Do the tango
38. Mel of baseball
39. Capital of India, New __
40. Mr. Hershiser
41. "Je ne __ quoi."
42. Remixer/producer, William __
43. Prefix to 'dontist' (Braces giver)
45. Horrified
46. __-_ _ agent (Former employee at The Company)
48. Famous casino in Las Vegas, Golden __
50. Country star Dwight
51. CSI evidence
52. Saran __
55. Keyboard key
56. Country classic: "By the __ _ Get to Phoenix"
58. LED = Light-Emitting __
59. Plum part
60. Put on __ __ (Fake it)
61. __ __ in the air (That's still uncertain)
62. Ski hill machine, __-Cat
63. Big bags
64. Sailing: 2 wds.

Down

1. Chef Emeril Lagasse's sounds!
2. Classic comic strip, __ the Agent
3. Dermatology: Type of injectable filler
4. Functional landmark in Halifax since 1803: 3 wds.
5. Modern
6. 1963 The Kingsmen hit, when doubled
7. Calgary Tower's dazzling rotating feature: 2 wds.
8. Fasten
9. Some spouts spots
10. Guarantee
11. 1921: Greek island where Prince Philip was born
12. Expect
13. Sean of movies
21. Banned pesticide
23. Canadian hockey play-by-play broadcasting legend, b.1902 - d.1985: 2 wds.
25. Reality star Ms. Leakes
27. Canadian shoe store
28. Shakespeare tragedy, King __
30. Selects
32. Mr. Wyle
34. Seabird
35. Vitalities
36. "Knight Rider" car
39. Actor/rapper, Snoop __
41. Endurance
44. Lariats
45. Title in Turkey
46. Reddish-rose dye
47. _-__ knife
49. Segments
50. Slangy positives
53. _ __ (Together, in music)
54. "Shoop" by Salt-n-__
57. Fleetwood __
58. Wee width

Yesterday's Crossword



Sudoku

How to play
Fill in the grid, so that every row, every column and every 3x3 box contains the digits 1-9. There is no math involved.

	1						2	
		5				4		
8	7		9	6	4		1	5
	2		4		8		3	
5								4
	4		6		7		8	
6	8		1	9	3		5	7
		7				9		
	9						4	

Yesterday's Sudoku

8	2	5	1	9	3	7	4	6
4	3	1	5	6	7	2	9	8
6	7	9	8	2	4	5	1	3
7	5	4	2	3	8	9	6	1
2	1	8	9	5	6	3	7	4
9	6	3	4	7	1	8	2	5
1	4	7	3	8	2	6	5	9
5	8	2	6	1	9	4	3	7
3	9	6	7	4	5	1	8	2

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Variable

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5-year/100,000 km Comprehensive Limited Warranty††
5-year/100,000 km Powertrain Warranty
5-year/100,000 km Emission Warranty

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™The Hyundai names, logos, product names, feature names, images and slogans are trademarks owned by Hyundai Auto Canada Corp. All other trademarks are the property of their respective owners. †Finance offers available O.A.C. from Hyundai Financial Services based on a new 2013 Santa Fe 2.0T Limited AWD/2013 Santa Fe XL Premium AWD/2014 Tucson 2.0L GL FWD MT with an annual finance rate of 0%/0%1.9% for 36/36/96 months. Bi-weekly payments are $493/$448/$122. $0 down payment required. Cost of Borrowing is $0/$0/$1,831. Finance offers include Delivery and Destination of $1,760. Registration, insurance, PPSA, fees, levies, charges, license fees and all applicable taxes are excluded. Delivery and Destination charge includes freight, P.D.E., dealer admin fees and a full tank of gas. Financing example: 2014 Tucson 2.0L GL FWD MT for $23,259 at 1.9% per annum equals $122 bi-weekly for 96 months for a total obligation of $25,090. Cash price is $23,259. Cost of Borrowing is $1,831. Example price includes Delivery and Destination of $1,760. Registration, insurance, PPSA, fees, levies, charges, license fees and all applicable taxes are excluded. Delivery and Destination charge includes freight, P.D.E., dealer admin fees and a full tank of gas. ▼Fuel consumption for 2013 Santa Fe 2.0T Limited AWD Auto (HWY 8.4L/100KM, City 11.0L/100KM), 2013 Santa Fe XL Premium AWD (HWY 8.0L/100KM, City 11.7L L/100KM), 2014 Tucson 2.0L GL FWD MT (HWY 7.2L/100KM, City 10.0L L/100KM) are based on Energuide. Actual fuel efficiency may vary based on driving conditions and the addition of certain vehicle accessories. Fuel economy figures are used for comparison purposes only. ♦Price of models shown: 2013 Santa Fe Sport 2.0T Limited AWD/2013 Santa Fe XL Limited AWD/2014 Tucson 2.4L Limited AWD are $40,259/$44,659/$35,359. Prices include Delivery and Destination charges of $1,760. Registration, insurance, PPSA, fees, levies, charges, license fees and all applicable taxes are excluded. ‡No Charge AWD Offer: Purchase or lease a new 2013 Santa Fe 2.0T Limited AWD or Santa Fe XL Premium AWD and you will be entitled to a $2,000 factory to dealer credit. The manufacturer's estimated retail value for Santa Fe AWD is $2,000. Factory to dealer credit applies before taxes. Offer cannot be combined or used in conjunction with any other available credits. Offer is non-transferable and cannot be assigned. No vehicle trade-in required. No Charge AWD Offer not available on the 2013 Santa Fe Sport 2.4L FWD, 2.4L Premium FWD or 2.0T Premium FWD, or the 2013 Santa Fe XL FWD. ††♦Offers available for a limited time, and subject to change or cancellation without notice. See dealer for complete details. Dealer may sell for less. Inventory is limited, dealer order may be required. ††Hyundai's Comprehensive Limited Warranty coverage covers most vehicle components against defects in workmanship under normal use and maintenance conditions.

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